

Third Party Administrator – Performance Report October 2012

Agenda Item 9.c.
11/14/12 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	94.2%	34,368 of 36,494 total claims
"Clean" claims processed within 30 calendar days.	100%	99.9%*	36,489 of 36,494 total claims
Financial accuracy of claims paid.	99%	99.7%	\$30,240,695.94 of \$30,339,943.97 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.9%	1,831 of 1,833 claims audited
Procedural accuracy rate for processing of claims.	97%	99.8%	1,830 of 1,833 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	16 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	4 appeals, 10 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	87.8%	6,912 of 7,873 calls answered in 30 seconds; avg. of 20 seconds
Subscriber issues resolved within the same business day.	90%	96.7%	4,780 of 4,943 issue calls
Maximum call abandonment rate.	5%	1.7%	132 of 7,873 calls
Maximum line busy rate.	3%	0%	0 busy out of 8,204 calls
Voicemails answered within two business days.	90%	93.8%	15 out of 16 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	6 complaints

* Five claims were processed over 30 days due to Advantria pricing review.

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	86.6%	6,744 of 7,788 calls answered in 30 seconds; avg. of 21 seconds
Provider issues resolved within the same business day.	90%	97.4%	9,513 of 9,768 issue calls
Maximum call abandonment rate.	5%	0.9%	73 of 7,788 calls
Maximum line busy rate.	3%	0%	0 of 7,863 calls
Voicemails answered within two business days.	90%	92.3%	12 out of 13 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	8 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	1,202 of 1,202 ID cards; average of 1.42 days
ID card accuracy.	100%	100%	1,202 of 1,202 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,202 of 1,202 packets; average of 1.42 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	100%	2 requests

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests